

SystemOne Online



Please ensure that the practice has your correct **email address** so they can email you a new username and PIN for your **SystemOne** online access, thus allowing you to make online bookings and order your repeat prescriptions. Or, visit the practice to obtain a new username and password after **Monday 1st October**.

systemonline

Please also ensure that the practice have your up to date mobile numbers in our records - this service is to help patients from missing valuable appointments and to inform you of any changes that the practice may need you to be aware of. However, if you do not wish to use this service, please inform reception to take this option off your records.

Due to the new clinical records system, the login for **online appointments** will no longer be available from **Tuesday 18th September**.



New Clinical Records System: SystemOne



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NHS

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SystemOne

On **Wednesday 26th September 2018**, Broom Leys Surgery will be moving to a new clinical computer system called SystemOne. This will bring additional benefits to both the practice and patients.

This is a major piece of work for the practice team and we ask for your help, support and patience over the coming weeks. There may be some disruption to services leading up to and during the 'Go-Live' week.

SystemOne is used in several Health Organisations. Including:

- GP Practices
- Child Health Services
- Community Services
- Prisons
- Hospitals
- Urgent Care & Out of Hours
- Palliative Care Services

The system has an important function of records sharing, where, if you were to use any of the above services, they may be able to access your medical records, which would be in your best interest.

Advantages

Some of the advantages of the new system include:

- Greatly enhanced functionality for the clinical and admin teams
- Greater integrated working with other healthcare agencies, thereby reducing duplication and improving patient safety
- Improved SMS messaging functionality

The Change Over

The changeover is well planned; however, we have been advised that we will need to reduce services during some weeks.

Despite training and preparation, there is no doubt that for the first few weeks we are going to be slower and we ask that you please be patient with our staff as they get to grips with the new system.

From **Tuesday 11th September to Tuesday 9th October 2018** is our main training period and clinics will be slightly reduced so that staff can receive training on the new system.

Pre-bookable appointments will only be available up to **Tuesday 18th September** and will not commence again until after **Monday 1st October**

From **Monday 20th August**, for repeat medication prescribing, the practice will be issuing double prescriptions in order to avoid repeats becoming due at critical points in the change over period.

Patients will not be adversely affected by this changeover; however, if you are an online user, you will need to re-register for online prescriptions and appointments with SystemOne.

